

Sanjana Chitteni

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SUMMARY

- 6+ years of experience in DevOps and Site Reliability Engineering with a focus on Cloud Computing, Infrastructure Configuration Management, Linux Systems Administration, and Software Configuration Management (SCM).

SKILLS

- Methodologies:** SDLC, Agile, Waterfall
- CI-CD/Build Tools and Scripting Languages:** Python, TypeScript, Shell/bash Scripting, Jenkins, Circle CI, Argo CD, Gitlab CI
- Automation/Configuration Management Tools:** Puppet, Ansible, Terraform, SaltStack
- Containers and Orchestration Tools:** Docker, Kubernetes, Docker Swarm, ECS, Rancher, OpenShift
- Databases:** MySQL, PostgreSQL, Redis, MongoDB, Cassandra, DynamoDB, VictoriaMetrics, RDS, Azure SQL, Elasticsearch
- Monitoring:** Grafana, Prometheus, Nagios, Open Telemetry, Datadog, Splunk, Dynatrace, New Relic, CloudWatch
- Version Control / Other Tools:** Git, GitHub, Gitlab, Jira, Junit, ServiceNow, Confluence, Helm, ITIL, SonarQube, Trivy, Kafka
- Web/App Servers:** Nginx, Apache Tomcat, Node.js, Traefik, Elastic Beanstalk, Azure App Service
- Certifications:** AWS Certified Solutions Architect–Associate, AWS Certified Cloud Practitioner, Azure Developer Associate, Certified Kubernetes Developer

EXPERIENCE

Site Reliability Engineer | AT&T | Plano, Texas

May 2023 – Jan 2025

- Leveraged Prometheus and Grafana for proactive monitoring and alerting, ensuring real-time system health checks and performance metrics. Integrated Splunk to streamline log management, enhancing troubleshooting and reducing downtime.
- Designed and built enterprise-ready cloud-native platforms, implementing scalable, resilient, and automated infrastructure using Kubernetes, Terraform, and CI/CD pipelines, ensuring high availability, performance, and security in production environments.
- Developed Ansible playbooks for node configuration, provisioning EC2 instances, managing web applications, and automating package installations, utilizing Ansible Tower for configuration management.
- Implemented distributed tracing and logging with OTEL agents and Fluentd on EKS, including custom Helm charts for Open Telemetry, and extending the logging capabilities to NewRelic for end-to-end observability.
- Automated infrastructure provisioning and management using Terraform, ensuring consistent and repeatable deployments.
- Automated CI/CD pipelines using GitHub Actions and Argo CD for seamless application delivery and continuous deployment to Kubernetes, ensuring efficient version control and rollbacks.
- Provided on-call SRE support to troubleshoot and resolve critical incidents in production systems, leveraging monitoring tools like Prometheus and Splunk to minimize downtime and ensure SLA compliance.
- Promoted AWS Serverless Stack adoption using TypeScript and CDK, designing workflows with AWS Step Functions and Terraform.
- Developed and executed shell scripts to troubleshoot servers in real-time, automating diagnostics and issue resolution to minimize downtime and enhance system reliability in production environments.
- Managed and customized Helm charts for automated, reproducible deployments on Azure Kubernetes Service (AKS), ensuring a scalable, load-balanced, and fault-tolerant infrastructure integrated with Azure DevOps CI/CD pipelines.
- Implemented and managed Istio service mesh within EKS clusters, configuring mTLS encryption to ensure secure service-to-service communication, traffic control, observability, and policy enforcement across microservices.

DevOps Engineer | Standard Chartered | Bangalore, India

June 2018 – July 2022

- Designed and implemented containerized applications using Docker and Kubernetes, optimizing networking policies for secure, scalable, and efficient inter-pod communication within a multi-node cluster.
- Designed and implemented CI/CD pipelines with Jenkins by integrating role-based access controls, automated testing, security scans, vulnerability assessments, robust authentication mechanisms and deployment to production environments.
- Implemented shell scripts and Ansible playbooks to automate multi-node deployments, configuration updates, and system monitoring, ensuring seamless operations across environments.
- Integrated HashiCorp Vault for centralized secret management across CI/CD pipelines, automating token rotation and reducing manual intervention by 90%, ensuring compliance with organizational security policies.
- Automated database deployment and configuration processes using Ansible and Terraform, managing backups, scaling, and monitoring for PostgreSQL and MySQL in CI/CD pipelines to ensure high availability and performance.
- Implemented Terraform to provision and manage scalable AWS infrastructure, automating VPC, EC2, and S3 setups, while integrating with CI/CD pipelines for seamless environment deployments.
- Streamlined monitoring with AWS CloudWatch and Lambda for real-time alerts and automated incident response, integrated with CloudFormation for consistent, scalable infrastructure management.
- Built and managed RESTful APIs in Kubernetes, automating key DevOps processes like deployment, scaling, and monitoring to optimize application performance and resilience in cloud-native environments.
- Managed multi-cluster Kubernetes with Rancher, integrated Neu Vector for container security, and automated CI/CD deployments

EDUCATION

Texas Tech University (**master's in computer science**), Lubbock, Texas (CGPA: 3.67)

May 2024

College of Engineering Guindy (**Bachelor's in Electronics and Communication**), Chennai, Tamil Nadu, India (CGPA: 3.71)

April 2018